

POSITION #324976
Records Program Associate

14. POSITION SUMMARY:

This paraprofessional position functions under the close to limited supervision of the Supervisor of the Records Management Section and is responsible for providing specialized administrative and technical program assistance and support to Department professional staff that are responsible for administering the retirement, disability, deferred compensation, employee reimbursement, sick leave conversion credit, and health, life and income continuation insurance and long-term disability benefit programs offered to state and local units of government throughout Wisconsin. This involves performing various functions in the Records Management Section to maintain both imaged and paper records. This section is responsible for maintenance of a departmental records management program consisting of imaged participant records; closed paper participant records at the State Records Center; employer records; microfiche records; general records series schedules and agency specific Records Retention/Disposition Authorizations (RDAs). It is the responsibility of the Records Management staff to maintain accurate and timely participant and employer records for the Department.

Duties and responsibilities also include assisting in all operations of the incoming documents that go into the Department's Imaging and workflow systems. The work performed affects the integrity of the paper and imaged records of over 600,000 active, inactive, and retired participants. The result of this work assures that participant records reflect the proper rights and payments owed them as members or beneficiaries in the system and influences member's important life decisions. The position requires frequent use of a personal computer, scanners, and other communication tools. The work also requires research of multiple department systems for historical information in order to respond to program area questions; maintaining paper and electronic files critical to departmental operations; ensuring files are complete; and working closely with several operating units within the Department and the State Record Center in order to provide administrative support to program specific procedures and functions. Requires extensive knowledge of departmental policies and procedures, program area workflows, forms and over 5,000 benefit-related documents, and familiarity of the Department's benefit programs. This position requires exceptional skills in accurate online entry; research and analysis; oral communication, and customer service. This position requires periodic bending, stooping, and lifting of boxes that weigh approximately 30-35 pounds.

In addition, this position will be working in the Supply & Mail Services Section (SAMS) performing mail processing and other duties. This position requires regular walking, standing, bending and daily lifting of mail totes, boxes of reports, copy paper, forms, and UPS and Fed Express deliveries.

15. GOALS AND ACTIVITIES:

65%	GOAL A:	Management of imaged member records, image software, and the workflow system.
	Worker Activity	A.1 Process incoming mail to distinguish which incoming forms and documents are considered first unit route versus internally generated documents.

- A.2 Review first unit route documents for readability and completeness in order to build batches for scanning utilizing document standards.
- A.3 Develop and maintain knowledge of which documents are first unit routed workflow documents for business processes versus drop filed documents and question those that appear to be incorrect and determine priority processing.
- A.4 Prepare documents for scanning and ensure the documents meet all imaging standards. Determine handling based on what is found; use knowledge of the Department's programs, systems, and software to look up missing information; and consult with program staff or SAMS as needed.
- A.5 For agency critical documents, determine what type of batch they must be processed in. Perform an additional review to ensure that no white out has been used, information is not crossed off, and document has an ink signature. Determine handling based on what is found and consult with program staff as needed.
- A.6 Scan the documents by selecting the correct type of batch processing in the scanning subsystem to ensure all documents are scanned correctly.
- A.7 Perform quality review of each document during scanning and index by verifying an image exists for each piece of paper; document was prepped correctly; readability; correct image orientation; and completeness. Make corrections or rescan all documents that do not meet the document quality standards.
- A.8 Index each document by keying the correct Social Security number/Member ID, document number and all additional applicable indexing fields. Verify all applicable information has been entered correctly, annotations are added, multi-page documents are all there as one image, and image quality is acceptable.
- A.9 Ensure program staff imaging instructions are followed on the ET-9100, Document Maintenance Sheet. The instructions on the ET-9100 affect the entire imaging process and determine proper handling of the documents. Follow up with program staff if the ET-9100 is not legible or missing information.
- A.10 Perform all required post-index steps by properly handling patch pages, exporting the batch, completing the control log, and filing the batch in the correct box.

- 15% GOAL B: Responsible for incoming mail and workflow processing services for U.S., Fed Ex, UPS, and/or inter- and intra-departmental mail.
- Worker Activity
- B.1 Receive incoming U.S. and other courier delivered mail to ensure that daily incoming mail is processed accurately and timely.
 - B.2 Sort mail into categories in accordance with established Department procedures to ensure that participant and employer mail is processed accurately and timely.
 - B.3 Open, date stamp, and distribute mail in accordance with established Department work instructions to ensure that participant benefits are not denied and that employer reports are received timely to avoid interest penalties. Inform lead worker and Supervisor of updates to the mail distribution lists to ensure proper distribution and routing.
 - B.4 Sort mail into established slots for proper distribution according to established workflow procedures.
 - B.5 Sort and review documents for first unit routing or manual exception processing. This requires knowledge of the Department's benefit programs and over 5,000 incoming forms or document types.
 - B.6 Determine document types and priorities for processing based on knowledge of business user needs.
 - B.7 Sort and code mail with pertinent Social Security numbers, Member ID numbers, or employer identification numbers for proper distribution and to ensure proper identification for first unit processing in Records Management.
 - B.8 Route confidential/personal mail directly into proper addressee's folders on the mail cart in accordance with established Department procedures.
 - B.9 Research independently the proper distribution and routing of misdirected and/or unclearly marked mail.
 - B.10 Log, notify recipient, and ensure timely pickup or delivery of incoming certified, UPS, Federal Express, and registered mail.
 - B.11 Log and route faxes according to established workflow procedures.
 - B.12 Operate the envelope opener and dating equipment as necessary for processing incoming mail.

- 5% GOAL C: Management of the Records Management Research Queue and Other Miscellaneous Imaging Tasks.
- Worker Activity
- C.1 Resolve complicated indexing errors or other problems with indexes assigned to documents in the Records, Research queue.
 - C.2 Evaluate, research and determine correct information, and recommend corrective action to the unit Leadworker when improper indexed or imaged documents are found.
 - C.3 Perform random folder checks to ensure all scanned documents have been properly indexed. Ensure scanned documents are retrievable.
 - C.4 Ensure documents are placed in proper storage and not accidentally destroyed per retention requirements.
 - C.5 Process rejected workflow report using the Records, Rejects queue to create the report. Print the report and pull the paper documents from their batches. Determine handling of documents after pulled and work with program area staff to resolve problems with the documents.
 - C.6 Resolve user inquiries from program staff as they pertain to imaged participant records and other paper records.
- 5% GOAL D: Provide Program Assistance to ETF staff, Records Management Section Chief and Records Management Leadworker.
- Worker Activity
- D.1 Research systems for historical information to resolve complicated records issues and provide information requested by staff and others, which may include using historical microfiche, closed records at the State Record Center, myETF and ETF legacy systems.
 - D.2 Provide input to the Leadworker for Records Management procedure development and modification.
 - D.3 Operate microfiche reader/printer to prepare necessary copies for requestors.
 - D.4 Determine need and/or number of records to be retrieved from off-site storage at the State Records Center to process specific requests and route to appropriate staff for processing.
 - D.5 Inform supervisor of unauthorized entrance to the area and/or improper use of records to ensure compliance with established file integrity and confidentiality of records policies.

D.6 Provide input to the Leadworker or Section Chief on quality assurance standards for all steps of the imaging process.

D.7 Provide information to Leadworker on any technical problems encountered while utilizing myETF, Kofax scanning software and computer hardware.

5% GOAL E: Maintenance of Paper Departmental Employer and Correspondence Filing Systems.

Worker

Activity

E.1 Respond to telephone and e-mail requests for records which require immediate attention and include correspondence, forms, etc. as required.

E.2 Receive, review and interpret type of record request to determine information available for program staff for inquiries and appeals.

E.3 Assign record to appropriate staff, create documentation for transfer tracking, deliver record to appropriate staff and maintain ongoing documentation of record location.

E.4 Use ETF legacy systems and the imaging and workflow system to inquire and research information to correctly identify participant records and status.

E.5 Receive resolutions and other documents filed by employers and image the documents.

E.6 Maintain employer, graduate assistant, and alpha correspondence paper files to ensure that these records contain accurate information. Ensure file location accuracy and user requests are handled timely.

E.7 Identify and search for misplaced records and documents.

5% GOAL F: Other Miscellaneous Duties.

Worker

Activity

F.1 Assist Leadworker and/or supervisor in special projects or assignments and ensure all tasks are completed on schedule.

F.2 Attend training, as requested, to ensure knowledge and skills are kept current.

F.3 Other tasks as assigned by supervisor.

F.4 Maintain knowledge and ongoing awareness of Department values.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of the uses of scanning equipment and subsystem software.
2. Knowledge of imaging and workflow software.
3. Knowledge of accurate on-line entry and quality assurance of data to create and update records.
4. General knowledge of workflows in the ETF program areas.
5. Knowledge of ETF related and statewide statutes and administrative rules as they relate to ETF records and programs.
6. Considerable knowledge of all scanning, imaging and workflow screens used in the participant record systems and their purposes.
7. Considerable working knowledge of the section's procedures, including a step by step process for locating and tracking records.
8. Working knowledge of over 5,000 documents and forms created, received, and maintained in ETF participant records and how they are used throughout the Department.
9. Knowledge of numeric filing techniques and the skill necessary to put any sequence of numbers into proper order.
10. Ability to analyze facts and problems, infer and decide on potential and appropriate solutions.
11. Clear and effective oral and written communication skills.
12. Effective organization skills, time management skills and the ability to set priorities.
13. Knowledge of internal mail processing and workflow routines.
14. Ability to pay attention to detail and perform work with accuracy.
15. Knowledge of effective customer service methods and techniques.
16. Ability to establish productive and efficient working relationships with members, employees, and other internal and external partners.
17. Ability to stand, stoop, twist, and bend routinely and repeatedly throughout the work shift.
18. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
19. Ability to lift, push, and carry materials weighing up to 50 lbs.
20. Knowledge and ability to operate mail and office related equipment.
21. Knowledge and observance of safe lifting methods.